

REAL Rapid Response Team - COVID-19 Preparedness Plan

Developed by the City of Rochester's REAL (Race, Equity And Leadership) Rapid Response Team (RRRT), in partnership with the County of Monroe.



City of Rochester, NY
Lovely A. Warren, Mayor
Rochester City Council

LET'S
GET
REAL

REAL RACE, EQUITY
AND LEADERSHIP



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COUNTY EXECUTIVE

The COVID-19 pandemic has created countless challenges for Rochester and Monroe County residents. The REAL Rapid Response Team was convened to make sure that essential information, resources and services reach members of our communities that, data tell us, are particularly vulnerable and impacted by the pandemic: residents in our low income communities and residents of color. The RRRT has developed this preparedness plan to help community members prepare and manage the effects of the coronavirus in advance—to make sure that every community member has a proactive plan to prevent and manage the impacts of COVID-19.



These are the 4 areas that the New York State Department of Health's guidelines tell us we each need to prepare for:

- 1. PREVENTION**
- 2. QUARANTINE/ISOLATION**
- 3. SUPPORT PERSON(S)**
 - A. ROLES & RESPONSIBILITIES**
 - B. ESSENTIAL CONTACT INFO - CHECKLIST**
- 4. FINANCIAL RESOURCES**

Please provide responses (to the best of your ability) to each category and question below to prepare your plan. If anyone else lives with you, please draft your responses with them. Once completed, you will have developed your COVID-19 Preparedness Plan. When your Plan is complete, please provide copies to all critical persons - whether they live with you or not.

For additional Plan support, you can call the **United Way 211 hotline**.

PREVENTION

Our first goal is to avoid catching the virus and to limit the chances of infection among those with whom we live. This section will help you take the necessary steps to avoid the spread of COVID-19, while also making sure you have the proper resources (food, PPE, medications) in the event you need to isolate/quarantine.

- 1. Do you have enough PPE: i.e., masks, hand sanitizer, disinfectant, gloves, and cleaner for you and the people with whom you live?** Click link for more information:
<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html>

If you/people you live with become exposed to the virus, environmental surfaces (countertops, tables, sinks, etc.) in your kitchen, bathroom and bedroom must be cleaned and disinfected with a household disinfectant, such as household bleach or Lysol, while wearing gloves, at least daily and more often than that if exposed.

- 2. Do you have a way to keep your reusable masks, clothes, beddings, linen, and personal clothing, clean?** If you are in isolation/quarantine, bed linens, towels, and personal clothing should not be shared with other members of the household. Clothes and linens should be washed in hot soapy water.

- 3. Do you have enough food, non-perishable goods, and water stored in your home for 1-3 weeks?**
(i.e., tuna, beans, pasta, dry goods, etc.)

- 4. Are your current medications refilled/do you have a supply of your medications?**

QUARANTINE/ISOLATION:

If you've been exposed to someone who has (or is suspected of having) COVID-19, or if you've tested positive for COVID-19, this section will help you plan your quarantine and isolation. You will need to identify the specific space in your residence (room, bathroom, etc.) that will only be used by the person infected by or exposed to COVID-19.

What's the difference between quarantine and isolation?

Isolation: a person who has tested positive for COVID-19 (even without symptoms) needs to stay in their residence and away from all other people for a period of 10 days or more, after testing positive with COVID-19.

Quarantine: a person who has been in close contact with anyone who has tested positive for COVID-19 needs to stay in their residence away from anyone else (particularly anyone known to be at high-risk) for a period of 14 days after last exposure to someone who has tested positive for COVID-19.

- 1. How many people are living with you?**

If there are multiple people living in your residence (particularly elderly/high-risk individuals) you will need to develop this **Preparedness Plan** with them, to ensure everyone in your residence has a plan.

- 2. Do you have a room in your residence where you can isolate or quarantine? Do you have a room in which other residents with whom you live can isolate or quarantine by themselves?**

3. What room would you/your other residents use to isolate/quarantine?

4. Is there more than one bathroom in your residence? If so, which one will be used only by the person in isolation/quarantine?

If there is only one bathroom, make sure that the bathroom is cleaned/disinfected after every use by the person who is COVID positive. They will need to clean using disposable gloves.

5. Do you have an alternate location if you or others you live with do not have a place to isolate/quarantine by yourself/themselves?

If you are experiencing homelessness/do not have a place to stay, please call 211.

SUPPORT PERSON(S):

You're going to need someone you can count on.

This section will help you identify that person (or those people) who will help you (your family, loved ones, dependents and others with whom you live) if you or they need to isolate/quarantine due to COVID-19.

Who is that support person(s) who can assist you or your family members during isolation/quarantine?

This support person(s) is very important to have, as you will be unable to leave your home in order to pick up food, medications, do laundry, assist with dependents/take care of children, etc., when you are in isolation or quarantine.

Roles & Responsibilities

1. Who is that support person(s) who can help you or those you live with pick up food, groceries, medications, and take care of any other errands that would require you to leave your home?

2. Medical help: Who is that support person(s) who can help you or those you live with contact medical professionals/doctors?

Call your healthcare provider if symptoms worsen. If a doctor's visit is needed: depending on the situation, a family member or friend will need to drive you in a private car. **Do not take public transportation.** Please contact your doctor before you visit. If you are very sick and need an ambulance to go to the hospital, let the 911 operator know that you have COVID-19 and also let the ambulance crew know when they arrive.

3. If you/those you live with usually care or supervise children or an elderly relative or friend, who is the support person(s) who can help with those responsibilities if you are in isolation/quarantine?

Essential Contact Info - Checklist:

Critical contact info needed by your support person(s):

- ☐ Make sure your emergency support person(s) has your contact information, house alarm code, what health insurance you have, other insurance cards, cell phone, house phone, email, address of quarantine location, doctor's name and number, etc.
- ☐ Make sure they have the contact information of your dependents/other family members.
- ☐ Make sure they are aware of school schedules for dependents if applicable, or instructions to care for elder relatives/loved ones.

Critical contact info needed by you/family members

- ☐ Make sure you and your family members have the most up to date contact information of your support person(s) so you can share this plan with them in advance. This support person(s) will be able to support you in the event you have to isolate/quarantine.

FINANCE/ECONOMIC PLAN:

This will help you outline your plan for finances, housing, etc., in the event that you need to be placed in quarantine/isolation. You can also find resources here to help you with your finance/economic plan.

1. What is your employer's policy about paid time off and other benefits if you are unable to work due to COVID? How will you submit a claim and what documentation is required?

Your employer may be required to provide certain benefits by law - please click link for more information. <https://www.governor.ny.gov/programs/paid-sick-leave-covid-19-impacted-new-yorkers>

2. If you are unable to work, are out of work, lose your income, etc., what type of financial assistance are you eligible to receive?

There are many resources available to assist individuals and families suffering financial hardship during the COVID pandemic, please click Link for more information. <https://findservices.ny.gov/app/survey>
This site asks you to complete a series of questions and based on the answers provided, generates a list of available resources.

3. Which support person(s), family member, friend, or loved one would be able to assist you in the event you need help paying bills, rent, and other fees, if possible?

Additional Finance & Economic Support:

☐ Resources for unemployment: <https://dol.ny.gov/unemployment/unemployment-insurance-assistance>

☐ Paid sick leave: <https://www.ny.gov/programs/new-york-paid-sick-leave>

☐ Resources for rent assistance: <https://www.cityofrochester.gov/renthelp/>

☐ Eviction assistance: If you have already received an eviction notice, please contact the **Tenant Defense Project of Greater Rochester** at (585) 504-6195 or www.tenantdefense.org to speak with an attorney who can help you remain in your home.

☐ If you don't have insurance or lost your job, Medicaid and the CHIP program for kids are both open NOW. Apply online at <https://nystateofhealth.ny.gov/>

☐ Job portal for job seekers: <https://jobboard.rochesterworks.org/index.php>



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